

Attachment 3.3

Log of Engagement Activities with
External Stakeholders

**2016/17 to 2020/21 Access
Arrangement Information**

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1 Introduction

This Attachment provides a log of the engagement activities Australian Gas Networks Limited (AGN) participated in with external stakeholders over the August 2014 to July 2015 period.

2 External Engagement Activities

TABLE 1: EXTERNAL ENGAGEMENT ACTIVITIES

Date	External Attendees	Engagement Phase	Type	Category	Overview
Aug 14	SA Power Networks	Strategy	Teleconference/meeting	General Engagement Approach	Engagement with third party to discuss how to undertake meaningful and appropriate stakeholder engagement. Hereafter communication of this nature is referred to as "stakeholder engagement approach research".
27-Aug-14	The Essential Services Commission of South Australia (ESCOSA)	Strategy	Teleconference/meeting	Strategy Development	Discuss AGN's stakeholder engagement approach and how it could be used to inform ESCOSA's review of jurisdictional service standards.
4-Sep-14	ESCOSA's Consumer Advisory Committee (CAC)	Strategy	Workshop	Strategy Development	AGN presented to the CAC on our proposed stakeholder engagement approach and invited the CAC members to join the AGN Reference Group. A meeting summary is provided in Attachment 3.4 to this Access Arrangement Information (AAI).
9-Sep-14	Jemena Gas Networks	Strategy	Teleconference/meeting	General Engagement Approach	Stakeholder engagement approach research.
9-Sep-14	APA Group (Queensland)	Strategy	Teleconference/meeting	General Engagement Approach	Stakeholder engagement approach research.
10-Sep-14	South Australian Department of State	Strategy	Teleconference/meeting	Strategy Development	AGN presented on our proposed stakeholder engagement approach and asked how they would like to be involved. The AGN Scoping Paper (Attachment 3.2) was also provided as a basis for discussion and feedback.

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18-Sep-14	SA Water	Strategy	Teleconference/meeting	General Engagement Approach	Stakeholder engagement approach research.
19-Sep-14	Energy Networks Association (ENA) Consumer Engagement Working Group	Strategy	Teleconference/meeting	General Engagement Approach	Stakeholder engagement approach research.
26-Sep-14	Johnson Winter Slattery (JWS) Regulatory Group	Strategy	Teleconference/meeting	General Engagement Approach	Stakeholder engagement approach research.
8-Oct-14	ESCOSA	Strategy	Teleconference/meeting	Strategy Development	Provided an update on the stakeholder engagement approach with a short presentation from consultants Deloitte.
14-Oct-14	AGN Reference Group	Strategy	Workshop	Strategy Development and Scoping Paper	Presentation from AGN and discussion on AGN's approach to stakeholder engagement. The AGN Scoping Paper (Attachment 3.2) was also provided as a basis for discussion and feedback. A meeting summary is provided in Attachment 3.4 to this AAI.
14-Oct-14	Energy Retailers Association of Australia (ERAA)	Strategy	Teleconference/meeting	Strategy Development	AGN presented on our proposed stakeholder engagement approach and asked how they would like to be involved.
16-Oct-14	ENA Consumer Engagement Working Group	Strategy	Teleconference/meeting	General Engagement Approach	Stakeholder engagement approach research.
22-Oct-14	Australian Energy Regulator (AER)	Strategy	Teleconference/meeting	Strategy Development and Scoping Paper	AGN presented on our proposed stakeholder engagement approach and asked how they would like to be involved. The AGN Scoping Paper (Attachment 3.2) was also provided as a basis for discussion and feedback. A meeting summary is provided in Attachment 3.4 to this AAI.
Oct 2014	Consumer Challenge Panel (CCP)	Strategy	Email	Strategy Development and Scoping Paper	The AER advised they would email the CCP with a copy of our Scoping Paper.
22-Oct-14	ERAA (Policy Committee)	Strategy	Teleconference/meeting	Strategy Development and Scoping Paper	Discuss AGN's Scoping Paper (Attachment 3.2). Invite members to be part of our Retailer Reference Group.
28-Oct-14	Conservation Council SA	Strategy	Teleconference/meeting	Strategy Development	Discuss Conservation Council SA's views on key issues, including what we should consult on and areas for AGN to improve. A meeting summary is provided in Attachment 3.4 to this AAI.
29-Oct-14	The Office of the Technical Regulator South Australia (OTR)	Strategy	Teleconference/meeting	Strategy Development and Scoping Paper	AGN presented on our proposed stakeholder engagement approach and asked how they would like to be involved. The AGN Scoping Paper (Attachment 3.2) was also provided as a basis for discussion and feedback. A meeting summary is provided in Attachment 3.4 to this AAI.

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3-Nov-14	AGN Reference Group	Strategy	Teleconference/meeting	Strategy Development	AGN presented on our stakeholder engagement strategy. Discussion focused on finalising the strategy to facilitate consultation with stakeholders including gas consumers. A meeting summary is provided in Attachment 3.4 to this AAI.
5-Nov-14	The Energy and Water Ombudsman of South Australia (EWOSA)	Strategy	Teleconference/meeting	Strategy Development	Discuss AGN's performance from EWOSA's perspective, including what we should potential consult with stakeholders on.
6-Nov-14	St Vincent de Paul	Strategy	Teleconference/meeting	General Engagement Approach	Stakeholder engagement approach research.
7-Nov-14	ENA Consumer Engagement Working Group	Strategy	Teleconference/meeting	General Engagement Approach	Stakeholder engagement approach research.
12-Nov-14	South Australian Department of State	Strategy	Email	Update	Update on AGN's approach to stakeholder engagement and invite to attend our stakeholder workshops.
20-Nov-14	South Australian Department of State	Strategy	Email	Update	Advise of the release of the stakeholder engagement website and online survey.
20-Nov-14	AGN Reference Group	Strategy	Email	Update	Advise of the release of the stakeholder engagement website and online survey. Invite the group to attend our stakeholder workshops.
20-Nov-14	OTR	Strategy	Email	Update	Advise of the release of the stakeholder engagement website and online survey. Invite the group to attend our stakeholder workshops.
20-Nov-14	AER and CCP	Strategy	Email	Update	Advise of the release of the stakeholder engagement website and online survey. Invite the group to attend our stakeholder workshops.
21-Nov-14	Retailer Reference Group	Strategy	Teleconference/meeting	Strategy Development	Update on AGN's approach to stakeholder engagement and discuss what they would like to be consulted on and how they would like to be consulted. A meeting summary is provided in Attachment 3.4 to this AAI.
21-Nov-14	Retailer Reference Group	Strategy	Email	Update	Email the Terms and Conditions for review.
24-Nov-14	Australian Energy Market Operator (AEMO)	Strategy	Teleconference/meeting and email	Strategy Development	Discuss AGN's stakeholder engagement approach and ask how they would like to be involved. Telephone call was followed-up with an email for AEMO records.

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24-Nov-14	AER and CCP	Strategy	Email	Update	Update on AGN's approach – specifically that AGN had commenced engagement with Retailers on the Terms and Conditions and tariff structure.
25-Nov-14	Australian Energy Market Commission (AEMC)	Strategy	Teleconference/meeting	Strategy Development	Discuss AGN's stakeholder engagement approach and ask how they would like to be involved.
28-Nov-14	ENA Consumer Engagement Working Group	Strategy	Teleconference/meeting	General Engagement Approach	Stakeholder engagement approach research.
1-Dec-14	UnitingCare Wesley Country South Australia	Research	Interview	Research	Interview as part of the Research Phase of the engagement program. A meeting summary is not required as Deloitte were present during this engagement activity to take independent notes which were used to inform the Deloitte Australian Gas Insights Stakeholder Insights Report, which is provided as Attachment 3.9 to this AAI.
1-Dec-14	Residents (Port Pirie)	Research	Workshop	Research	Workshop with gas consumers facilitated by Deloitte, with presentations from senior AGN and APA staff. A copy of the workshop presentation is provided as Attachment 3.7. Fact sheets provided at the workshop are provided as Attachment 3.8. A meeting summary is not required as Deloitte were present during this engagement activity to take independent notes which were used to inform the Deloitte Australian Gas Insights Stakeholder Insights Report, which is provided as Attachment 3.9 to this AAI.
2-Dec-14	Residents (Adelaide)	Research	Workshop	Research	Workshop with gas consumers facilitated by Deloitte, with presentations from senior AGN and APA staff. A copy of the workshop presentation is provided as Attachment 3.7. Fact sheets provided at the workshop are provided as Attachment 3.8. A meeting summary is not required as Deloitte were present during this engagement activity to take independent notes which were used to inform the Deloitte Australian Gas Insights Stakeholder Insights Report, which is provided as Attachment 3.9 to this AAI.
3-Dec-14 to 11-Dec-14	Large User (various, 14 in total)	Research	Teleconference/meeting	Update	Telephoned large gas consumers (generally large industrials) of our stakeholder engagement program and demand forecasting process, and asked if they would like to be involved. Advised that a follow-up email would be sent to this effect.
3-Dec-14	Business (Adelaide)	Research	Workshop	Research	Workshop with gas consumers facilitated by Deloitte, with presentations from senior AGN and APA staff. A copy of the workshop presentation is provided as Attachment 3.7. Fact sheets provided at the workshop are provided as Attachment 3.8. A meeting summary is not required as Deloitte were present during this engagement activity to take independent notes which were used to inform the Deloitte Australian Gas Insights Stakeholder Insights Report, which is provided as Attachment 3.9 to this AAI.

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4-Dec-14	Large User	Research	Interview	Research	Interview as part of the Research Phase of the engagement program. A meeting summary is not required as Deloitte were present during this engagement activity to take independent notes which were used to inform the Deloitte Australian Gas Insights Stakeholder Insights Report, which is provided as Attachment 3.9 to this AAI.
4-Dec-14	Residents and Business (Mount Gambier)	Research	Workshop	Research	Workshop with gas consumers facilitated by Deloitte, with presentations from senior AGN and APA staff. A copy of the workshop presentation is provided as Attachment 3.7. Fact sheets provided at the workshop are provided as Attachment 3.8. A meeting summary is not required as Deloitte were present during this engagement activity to take independent notes which were used to inform the Deloitte Australian Gas Insights Stakeholder Insights Report, which is provided as Attachment 3.9 to this AAI.
5-Dec-14	Advocacy Groups	Research	Workshop	Research	Workshop with advocacy groups facilitated by Deloitte, with presentations from senior AGN and APA staff. The presentation was similar to that given to gas consumers (and provided as Attachment 3.7) but included the results of the previous four workshops. Keen discussion on vulnerable customers was had. A meeting summary is not required as Deloitte were present during this engagement activity to take independent notes which were used to inform the Deloitte Australian Gas Insights Stakeholder Insights Report, which is provided as Attachment 3.9 to this AAI.
9-Dec-14	Multicultural Society of South Australia (MCSSA)	Research	Interview	Research	Interview as part of the Research Phase of the engagement program. A meeting summary is not required as Deloitte were present during this engagement activity to take independent notes which were used to inform the Deloitte Australian Gas Insights Stakeholder Insights Report, which is provided as Attachment 3.9 to this AAI.
9-Dec-14 through 11-Dec-14	Large Users (various, 12 in total)	Research	Left Message	Invite	Telephoned (and left a message with) large gas consumers (generally large industrials) of our stakeholder engagement program and demand forecasting process, and asked if they would like to be involved. Advised that a follow-up email would be sent to this effect.
10-Dec-14	Large Users (various, 29 in total)	Research	Email	Invite	Emailed large gas consumers advising them of our stakeholder engagement program and demand forecasting process, and inviting them to be involved.

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10-Dec-14	Retailer Reference Group	Research	Teleconference/meeting	Research	Workshop to discuss retailer feedback on our Terms and Conditions, AGN's proposed tariff structure and the results of our gas consumer workshops. A meeting summary is provided in Attachment 3.4 to this AAI.
11-Dec-14	Large User	Research	Interview	Research	Impromptu interview. Following AGN communications, a large user called to provide feedback and participate in the stakeholder engagement program. A summary of what was discussed during this call is provided in Attachment 3.4 to this AAI.
17-Dec-14	Confidential	Research	Teleconference/meeting	Update	This party has asked to remain confidential.
18-Dec-14	ESCOSA	Implementation	Teleconference/meeting	Implementation	Present to ESCOSA the stakeholder insights relevant to their jurisdictional review of service standards.
13-Jan-15	Large Users (various, 13 in total)	Research	Email	Update	Email to those large users who had not made contact with AGN to remind that we are seeking to engage with them and seeking their input on our demand forecasts.
13-Jan-15	Origin Energy	Research	Interview	Research	Discuss Origin's hardship program, AGN's research results with respect to vulnerable customers and AGN's proposed approach to vulnerable customers.
14-Jan-15	Large User	Research	Interview	Research	Impromptu interview. Following AGN communications, a large user called to provide feedback and participate in the stakeholder engagement program. A summary of what was discussed during this call is provided in Attachment 3.4 to this AAI.
16-Jan-15	ESCOSA	Implementation	Submission	Implementation	AGN submission on ESCOSA's Draft Decision on jurisdictional service standards, having regard for our stakeholder engagement program. AGN's submission is provided in Attachment 3.10 to this AAI.
21-Jan-15	Retailer Reference Group	Research	Email	Research	Emailed a copy of the revised Terms and Conditions and a copy of the relevant chapter of the AAI for review and comment.
30-Jan-15	AGN Reference Group	Implementation	Teleconference/meeting	Implementation	Deloitte presented the findings of the Research Phase of our stakeholder engagement program.
4-Feb-15	Retailer Reference Group	Research	Email	Update	Update on engagement approach and ask for individual meetings on tariffs (following feedback that a group discussion on tariff structures was not appropriate).

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4-Feb-15	AER	Research	Email	Update	Email updating on progress to date, consistent with the stakeholders' preferred engagement approach, and offer for a follow-up meeting.
4-Feb-15	AEMO	Research	Email	Update	
4-Feb-15	AEMC	Research	Email	Update	
4-Feb-15	SA Government	Research	Email	Update	
4-Feb-15	Registration of Interests (stakeholder engagement website subscribers)	Research	Email	Update	Email updating on process to date.
9-Feb-15	Business SA	Ongoing Engagement	Teleconference/meeting	Update	Ongoing engagement – discuss general gas market trends
13-Feb-15	JWS Regulatory Group	Ongoing Engagement	Teleconference/meeting	Update	Stakeholder engagement approach research
17-Feb-15	Simply Energy	Research	Interview	Research	Discuss the South Australian retail environment, including tariff structures. Retailer tariff strategies are confidential, so no meeting summary is available.
18-Feb-15	Origin Energy	Research	Interview	Research	
19-Feb-15	Retailer Reference Group	Research	Teleconference/meeting	Research	Update on progress, including feedback on terms and conditions, stakeholder insights, vulnerable customers, tariff structure and other matters (including retailer reference group feedback on AGN performance). A meeting summary is provided in Attachment 3.4 to this AAI.
26-Feb-15 through 3-Mar-15	Separate emails to each of: AGN Reference Group, AEMC, SA Government, OTR, AEMO, AER, CCP, Registration of Interests (stakeholder engagement website subscribers)	Implementation	Email	Update (and invite to submit)	Update on our stakeholder engagement program including the release of the Deloitte Insights Report and the AGN Insights and Implementation Report. Invitation to submit to the Insights and Implementation Report.
4-Mar-15	Retailer Reference Group	Implementation	Email	Implementation	Provide access to the Terms and Conditions and AAI chapter, updated for recent feedback.
10-Mar-15	AER	Ongoing Engagement	Teleconference/meeting	Update	Update on our Access Arrangement proposal including how the stakeholder engagement results will be implemented

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23-Mar-15	Registration of Interests (stakeholder engagement website subscribers)	Implementation	Email	Update (and invite to submit)	Reminder that submissions on the Insights and Implementation Report are closing soon.
23-Mar-15	AGN Reference Group	Implementation	Teleconference/meeting	Implementation	Meeting with the AGN Reference Group, AGN Board and Senior Management to discuss the business, stakeholder engagement, our proposal and other matters.
10-Apr-15	ESCOSA	Implementation	Submission	Implementation	AGN submission on ESCOSA's Draft Decision on jurisdictional service standards, having regard for our stakeholder engagement program. AGN's submission is provided in Attachment 3.10 to this AAI.
10-Apr-15	OTR	Ongoing Engagement	Teleconference/meeting	Update	Introduction of the new AGN Chief Executive Officer and our revised Vision Statement.
28-Apr-15	OTR	Implementation	Teleconference/meeting	Implementation	Meeting to discuss a request from the OTR to develop technical fact sheets. A meeting summary is provided in Attachment 3.4 to this AAI.
20-May-15	AER	Implementation	Teleconference/meeting	Update	Update on the progress of our Access Arrangement revision including how stakeholder insights have been implemented.
20-May-15	AER	Implementation	Teleconference/meeting	Update	Update on our Access Arrangement proposal including how the stakeholder engagement results will be implemented.
28-May-15	AGN Reference Group	Implementation	Email	Update	Provision of the Stakeholder Engagement Chapter of the Access Arrangement Information for their review and comment.
1-Jun-15	Retailer Reference Group	Implementation	Email	Update	Provision of the Stakeholder Engagement Chapter, Tariff Chapters and Non-Tariff Component Chapter of the Access Arrangement Information and the Terms and Conditions for their review and comment (updated for previous comments).
10-Jun-15	OTR	Implementation	Teleconference/meeting	Implementation	Discuss with the OTR our mains replacement plan and agree to provide them with a copy of the plan prior to submission.
18-Jun-15	AER	Implementation	Teleconference/meeting	Update	Discuss our mains replacement plan and Information Technology plan.